

Frequently Asked Questions for the O`ahu Bulky Item Appointment Collection Service

1. Q: *When does the new program start?*

A: O`ahu residents may start scheduling appointments June 1, 2020. Collection crews begin collection service July 1, 2020.

2. Q: *How do I schedule a bulky item collection appointment? What if I do not have internet access?*

A: Through the City's opala.org website or, if you do not have internet access, by calling 768-3200 option "0."

3. Q: *How many items can be included per appointment?*

A: Single-family homes may schedule up to five (5) bulky items per collection appointment and two (2) metal appliances* per separate appliance appointment. Residents are required to keep their property frontages clean and free of refuse/bulky items between collection appointments.

Each individual unit within a multi-unit residential building may schedule up to five (5) bulky items per collection appointment and two (2) metal appliances* per separate appliance appointment. Residents may leave items curbside from 6:00 p.m. the night before the appointment.

AOAOs may choose to schedule up to twenty (20) bulky items per collection appointment and eight (8) metal appliances* per separate appliance appointment. To choose to schedule appointments as an entire building, please contact the City's Refuse Division. Please note, if this option is requested, management will be required to consolidate bulky items for their tenants and store these items onsite in containment areas between scheduled collection appointments in accordance with Section 9-3.4 of the Revised Ordinances of Honolulu.

*These numbers may be adjusted as data and input is received.

4. Q: *Does the city have informational flyers for multi-unit residential buildings to post in their public notice space?*

A: AOAOs, property managers, and/or resident managers must inform their residents about the program changes. Information, including downloadable fliers to assist with this notification, are available at opala.org.

5. Q: *What happens if someone else places a bulky item on my frontage? Will it be collected? Will I be fined?*

A: Collection crews will only pick up the items included in the collection appointment. Items not included in the appointment will be left behind. If someone dumped items on your frontage and you can identify the person or business, Refuse Inspectors will take action to have those items removed by the culprit and distribute educational materials to area residents to help address the problem. Should problems persist, Refuse Inspectors will take appropriate enforcement action. Issuing fines is the last resort, but may occur due to repeated failure to comply with the requirements of the program.

6. Q: *What if I have more items than what are allowed?*

A: If the bulky items still have some usable life left, donation is strongly encouraged. If the items require disposal, they may be taken to a city drop-off facility. Visit opala.org for a list of reuse donation locations and city refuse drop-off facilities.

7. Q: *What if I am moving before the appointment date? May I place bulky items at the curb earlier than the appointment date?*

A: No. It is illegal to place bulky items at the curb outside of collection appointment dates. Violations may lead to civil fines. If you are unable to wait until your appointment, we encourage you to utilize the city's drop-off facilities. Visit opala.org for more information.